



May 8, 2020

Governor Greg Abbott,

The Texas travel industry is a significant contributor to the Texas economy. In 2018, according to data from your office of Economic Development & Tourism, a total of \$80.3 billion in direct travel spending was recorded in Texas (by travelers to and within Texas). That travel spending generated \$4.5 billion in state taxes and \$3.0 billion in local taxes. The economic impact of travel in 2018 (direct, indirect and induced) was \$164 billion, which supported 1.2 million Texas jobs and \$59 billion in travel generated earnings.

According to U.S. Travel's weekly *Coronavirus Impact on Travel Report*, Texas has been losing, on average, \$432 Million each week over the last six weeks during a time when travel in Texas is ramping up for the peak summer travel season. This equates to a \$7.3 Billion dollar loss in direct travel spending to our state and an 86% decline in travel spending year over year. Much of this impact is being felt by the more than 60,000 small businesses that make up the Texas travel industry.

As Texas begins to re-open the travel and tourism industry stands ready to do so as well, following CDC and state guidelines. These businesses and attractions are planning for a phased-in opening starting May 16<sup>th</sup> at 25% of capacity with progressive increased capacity to 50% by May 22<sup>nd</sup>, the beginning of the Memorial Day weekend.

Attached is a re-opening plan compiled by experienced leaders from our state's attractions. Attractions in Texas include zoos, aquariums, theme parks, waterparks, show caves and other attractions. I have also included samples of specific attraction's plans.

Please review and share with the business and medical leaders on your Strikeforce for consideration. We will be happy to answer any questions you have and provide access to the leaders that developed this plan for further discussion on how we can work together to revive the Texas economy.

Respectfully,

Daniel J. Decker  
President & CEO

# Re-opening Texas Attractions

## A plan for keeping guests safe at our region's top attractions

**May 8, 2020**

### Introduction

This plan was jointly created by a working group of business leaders in Texas attractions to ensure the safety of our guests and employees and welfare of our animals where they exist in our parks, zoos, aquariums, waterparks, show caves and other attractions. Together, this group has relevant experience in guest and employee safety, animal welfare, health and emergency management needed to confront the challenge collectively before us.

This plan is informed by that experience, as well as the experience of others in the travel and tourism industry across the country and around the globe.

As predominantly open-air, regional outdoor experiences, we are prepared to lead the way in safely reopening attractions in Texas. Our employees are trained in a culture of health, safety and welfare to provide incredible experiences for our guests and stand ready to return to work and do our part to operate in this post-COVID-19 environment. As we look towards the future, we are committed to working with you, your Administration and our partners in local, state and federal public health to safely reopen Texas attractions and protect the health and safety of all Texans.

These principles are designed for opening once government officials remove “stay-at-home” orders, allow non-essential businesses to reopen, and say it is safe for citizens to move around their community.

1. These principles will be adjusted/simplified as conditions change and governmental health directives become clearer.
2. These principles are designed to be a rough outline, subject to discussion, and adjustment as needed with input from the local government agencies and health authorities where the attraction operates.
3. Key principles
  - a. Only individuals who are healthy and not displaying any symptoms should visit/work
  - b. Take precautions as if not everyone is healthy
    - i. Masks
    - ii. Physical distancing, which may require temporary reductions in attraction and facility capacities
  - c. Must have a plan in case someone gets sick after arrival

## Why Attractions Are Different From Other Mass Gatherings

1. Capacity can be reduced/managed to allow for appropriate social distancing.
2. Exposure time is limited. Guests generally move throughout their experience, much like in an inner-city district or zone. The guests are not sitting or standing together in a single location, elbow-to-elbow for an extended period of time.
3. A large percentage of attraction attendance is made up of family members who live in the same home.

As a result, these guidelines are strict and are based on the knowledge that some carriers of COVID-19 show no symptoms. With that in mind, it's important to have employees wear masks and an effective disinfection and sanitation program in place for high-touch surfaces, and to establish programs and capacities that allow for appropriate levels of social distancing.

## Summary of Joint Key Safety / Disinfection Strategies and Protocols

1	Guest and Employee Screening
2	Personal Protective Equipment
3	Social Distancing Measures
4	Cleaning and Sanitation
5	Work and Sick Policies
6	Covid Training Plan

### **1. Guest and Employee Screening**

#### **Check the Temperature of Employees**

- Team Members will be screened for high temperatures when they arrive on the property.

#### **We are Still Evaluating Conducting Non-Invasive Temperature Checks on Guests**

- If we go this route, we would expect to use handheld contact-less IR thermometers to screen guests prior to entry.
- The industry is also evaluating a simple guest inquiry similar to that being used in medical settings.

## 2. Personal Protective Equipment

### **We Will Provide All Employees with Personal Protective Gear**

- Every employee will be provided a face mask, gloves, hand sanitizer and/or safety glasses (depending in each case on their roles).
- Employees will be required to follow specific guidelines for the use of PPE while in our facilities until further guidance is provided.

## 3. Social Distancing Measures

### **Enforce 6-feet Separation in all Queues**

- We will have clear markers in all key guest facing areas including rides, restroom and dining queues to help parties keep a safe distance from one another.

### **Minimize Guest Contact During Security Pre-screen**

- We will have additional distancing protocols in place for security screening.
- In order to reduce the need for invasive hands-on bag checks we will allow guests to bypass some screening protocols if they bring personal items into the park using a clear plastic bag.

### **Enforce Party Separation in Seating Areas**

- Dining areas will be reconfigured to ensure social distancing between seated parties.
- In areas where strangers are seated together, seats will be removed or blocked off to ensure that there is a clear 6-feet gap between parties.

### **Introduce Service Style changes in our Food and Beverage locations**

- Restaurants, Carts & Kiosks will adhere to social distancing requirements through signage, line markings and enhanced spacing inside our restaurants.
- Employees will serve guests in most locations instead of guests serving themselves (e.g., buffets, catering and events).
- We will also adjust and eliminate, until it is safe to reintroduce, our respective refillable & reusable food and beverage program.

### **Reduce Indoor Facility Venue Capacity**

- While most of our facilities consist of outdoor experiences, we have many indoor shops, restaurants and service buildings.
- Capacity at each of these venues will be reduced to ensure that there is plenty of room for social distancing.

### **Separate Parties on Rides & Attractions, Animal Exhibits and Interactions**

- We have developed specific plans for each of our rides and attractions to minimize contact between parties and follow strict social distancing guidelines.
- The plans include strategies for separating parties include empty rows and leaving empty seats between parties in ride vehicles.

### **Reduce Daily Park Capacity as needed to maintain distancing**

- We will reduce the maximum daily attendance at each of our parks to reduce crowds and conform to social distancing standards.

### **Separate Employees and Guests with barriers (when possible)**

- We are evaluating the introduction of plexiglass barriers at many of our food outlets to definitively separate guests from employees.

### **Social Distancing in Animal and Entertainment Viewing Areas**

- Parties viewing animals will be required to maintain six-feet social distancing protocols.



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- Parties viewing entertainment, in the form of live outdoor street shows, fireworks display, or other people playing games, will be separated from the performances and each other by at least six feet.
- In some cases, and out of an abundance of caution, we will limit or otherwise remove certain entertainment that would encourage or otherwise violate social distancing protocols.

## 4. Cleaning and Sanitation

### **Increase the cleaning frequency of common areas**

- We are significantly increasing our efforts to sanitize and disinfect all high touch points such as chairs, tubes, benches, tables, etc.

### **Provide Additional Hand Sanitizer Locations and Access Throughout the Park**

- We will have a large number of stations throughout the park offering free hand sanitizer to guests.

### **Continuously Monitor and Sanitize Bathroom Areas**

- We will staff each restroom area with personnel who will disinfect each stall and sink area on a frequent basis use.

## 5. Work and Sick Policies

### **Employees will be required to notify their employer of any flu-like symptoms**

- In accordance with sick policies, employees should abstain from coming to work while ill.
- In the event of flu-like symptoms, employers should notify their manager and stay home (or depart if already on premise).
- Per CDC guidelines, employees feeling ill should self-isolate for 10 days from the onset of the symptoms and be symptom free for 3 days after the last sign of symptoms (without medication) prior to returning.

### **Employees will be required to Self-quarantine in the event of flu-like symptoms**

- Employees with flu-like symptoms are to self-quarantine for three days beyond the last sign of symptoms.

### **Recommend test to rule out COVID-19 as cause of flu-like symptoms**

- Our strong recommendation for our employees is to be tested for COVID-19 should they feel ill.
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## 6. COVID-19 Training Plan

### **COVID-19 Onboarding Training**

- We will have increased onboarding training for key jobs to cover COVID-19 related operating procedures and recent changes.

### **Increased Compliance and Tracking of COVID-19 Operational Practices**

- We will have consistent and clear management of adherence to COVID-19 related operational practices.

### **Remote or Socially Distant Classroom Training for Employees**

- Every employee traditionally undergoes a significant amount of training for our businesses.
- This will be replaced with remote training whenever possible or in a format that is consistent with social distancing requirements.

### **COVID-19 Refresher Training as Needed**

- We will offer refresher training based on changes to guidelines on an as needed basis to our teams.





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- In addition, this training will be provided at the request (and / or direction) of any individuals who request or are deemed by their manager to require refresher training based on job performance.

Reopening Texas Attractions Plan Developed by the Executive Leaders of:



Reopening Texas Attractions Plan Supported by the Executive Business Leaders of:

